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Summar
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- Customer Assistance Visits Program

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Customer Assistance Visits Program

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and
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Operations and Mission Support Directorate, Logistics Division

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Purpose

Provide onsite customer assistance to CSSAMO and STAMIS users that will demonstrate that PEO EIS is committed to being a World Class Project Office.

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Team Functions

- Collect and provide the latest information to user, CSSAMO and responsible Project Manager.
- Identify software issues and the effectiveness of the customer assistance offices (CAO).
- Identify hardware and supportability issues, resolving onsite when possible.
- Identify training successes and shortfalls on New equipment training (NET) and sustainment training.

Team Make-up

- **CAV Program Supervisor**- Logistics Division's Maintenance and Supportability NCO
- **Team Lead**- *rotates through OMSD division*
- Integrated Logistics Manager (ILS)
- Contracts Management Office Contracts Administrative Personnel
- System Acceptance and Extension Team (SEAT)
- PM representative, if required
- Additional as needed (Vendors, TYAD, ect.)

NOTE: The actual onsite team should consist of no less than a Lead and one representative of the above

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Locations

Locations to be visited will be determined by:

- Regions
- Planned Deployments or Contingencies
- Elevated or continual supportability problems/ issues
- PM request

NOTE: See attached Schedule

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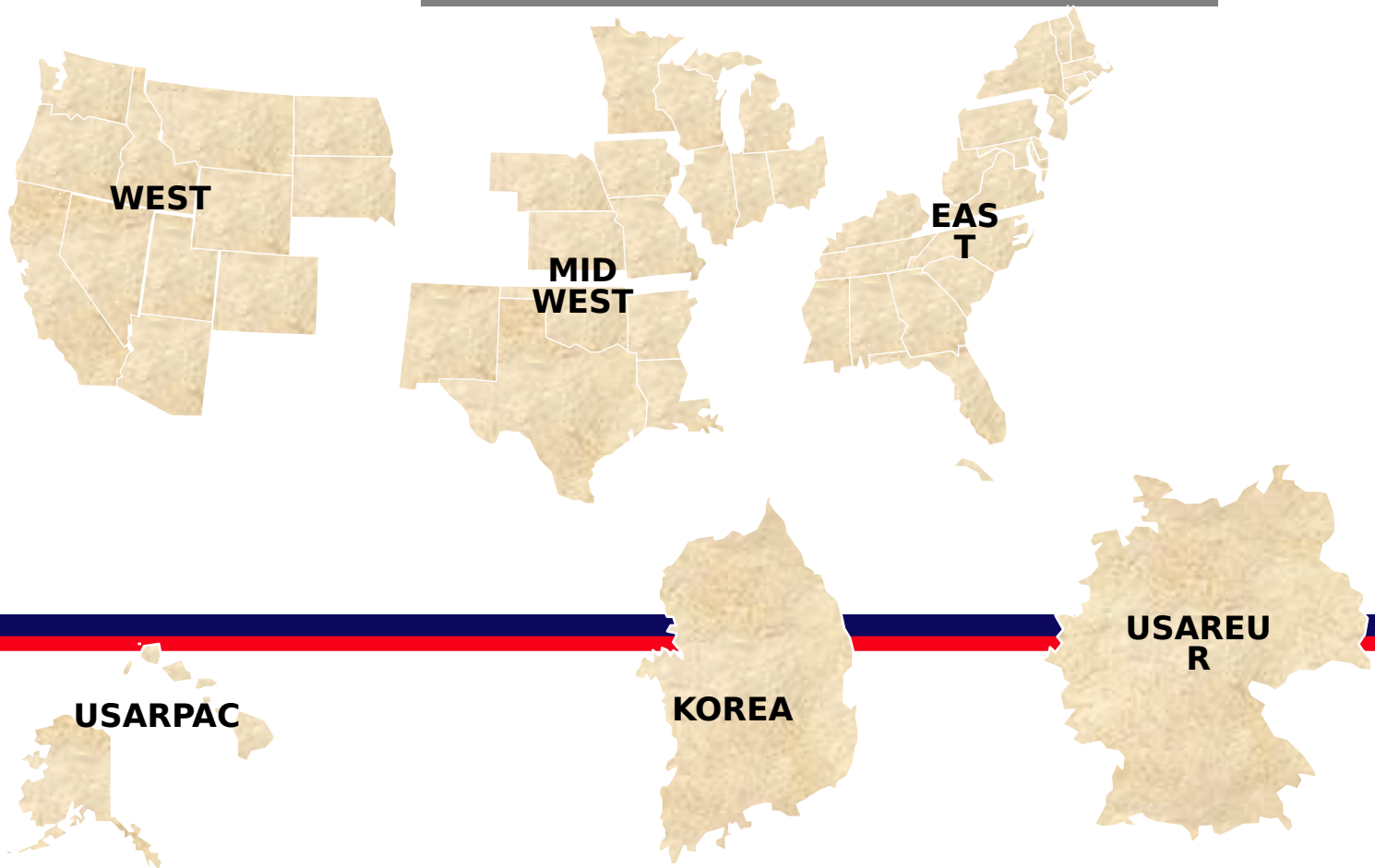
Regions



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Visit Coordination

Coordination prior to customer assistance visits need to be coordinated with the following to minimize unit interruption and achieve measurable success:

- MACOM
- Region
  - EIS LAR
  - DOL
  - CSSAMO/ DOIM
  - PAS
- USANG: CW4 McCollough, 703-607-9445 DSN 327-9445
- USAR: CW4 Lee, 703-601-3446, DSN

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Schedule

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Regions	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
EAST			4-16									
WEST					20-24							
MID WEST										23-27		
USARPAC						21-26						
EUSA						16-21						
USAREUR									25--14			

KEY: TENTATIVE COORDINATED COMPLETED

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Questionnaires

Two types of Questionnaires

-Support organization

-User/ operator

Note: actual questionnaires attached to the end of this brief

Certificate of Appreciation

PEO has STANDARD Certificate of Appreciation

- These are controlled items

- Customer visit coordination will be used to determine if an individual or organization will be presented a certificate of appreciation during visit

- PEO EIS procedure will be followed to get Certificates signed prior to visit

- Goal is to give at least one per location

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Program Executive Office Enterprise Information Systems

SAMPLE

CERTIFICATE OF ACHIEVEMENT

Ms. Jane Doe

In Recognition of Your Outstanding Participation, Dedication, and Support of the PEO EIS. Thank You For A Job Done Exceptionally Well.

KEVIN CARROLL
Program Executive Officer

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Summary

Providing onsite Customer Assistance to CSSAMO/ STAMIS users and collecting metrics from the war fighters on STAMIS will ensure we are providing the best possible information systems. Thus, demonstrating that PEO EIS is committed to being a World Class Project Office

DEPARTMENT OF THE ARMY
PEO EIS

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